

Use of Electronics in the Administration of Title IV Aid



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Student Financial Assistance

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Session Agenda

- ★ Guide to Getting Started
- ★ Developing a Vision for Your Office
- ★ Steps for Implementing Process
- ★ The Impact of IT on Your Process
- ★ Finding the Resources Available
- ★ On the Horizon
- ★ Understanding the Benefits



***Use of Electronics
In the Administration
Of Title IV Aid***

Guide to Getting Started

Developing a Vision for Your Office

Initial Vision Statement

“How could we do things differently?”

■ **Overall Process**

- ★ **What is the role of your office on campus?**
- ★ **What do your customers expect?**
- ★ **What are your long term goals?**

Developing a Vision for Your Office

Key Process Characteristics

- Flow
- Output
- Performance
- Organization
- Technology

“How will it work?”

- ★ Will the current staffing levels handle the new process well?
- ★ What are the minimum hardware software requirements for your FA business process?
- ★ Do you have the right team to achieve your design objectives?
- ★ Do you have senior management buy-in?

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Developing a Vision for Your Office

Performance Measures and Objectives

“How well will it work?”

- **Costs**
- **Quality**
- **Cycle Time**
- **Responsiveness**

- ★ **Can you complete the business cycle when you want to?**
- ★ **Have you considered the school budget process?**
- ★ **Can you measure key process improvement?**
- ★ **What are the customer requirements?**

Developing a Vision for Your Office

Critical Success Factors

“What things have to go right?”

- People
- Technology
- Products

- ★ Will the technology deliver the process effectively?
- ★ Do you have the right people on the team?
- ★ Will the products be delivered on time?
- ★ Will the new process meet the customers expectations?

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Developing a Vision for Your Office

Potential Barriers to Implementation

- Resource allocation
- Organizational, cultural
- Technical
- Product Factors
- Market/environment

“Why might they not go right?”

- ★ Are the stakeholders on your campus ready for change?
- ★ Are the implementation dates reasonable?
- ★ Do you have a contingency plan?
- ★ What are the state, local and federal rules or policies you must consider?

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Steps for Implementing the Process

- ★ Identify and select processes for redesign
- ★ Identify enablers for new process design
- ★ Define the business strategy and process vision
- ★ Understand the structure and flow of the current process
- ★ Measure the performance of the current process
- ★ Design the new process
- ★ Prototype the new process
- ★ Implement the process
- ★ Communicate ongoing results of the effort
- ★ Build commitment toward the solution at each step



The Impact of Electronics on Your Process

★Automation	Eliminate human labor from the process
★Information	Capture process information for purposes of understanding
★Sequence	Change process sequence, or enabling parallelism
★Tracking	Closely monitor process status and objects
★Analytical	Improve analysis of information and decision making



The Impact of Electronics on Your Process

★Geographical	Coordinate processes across distances
★Integration	Coordination between tasks and processes
★Intellectual	Capture and distribute intellectual assets
★Consolidation	Eliminate intermediaries from the process



Finding the Resources Available

- ★ Information for Financial Aid Professionals (IFAP) - www.ifap.ed.gov
- ★ NASFAA - www.nasfaa.org
- ★ Third Party Vendors and Software Providers
- ★ Your Institutions' IT Department
- ★ Your Colleagues

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On the Horizon

- ★ **School Portal**
- ★ **Common Origination and Disbursement Process**
- ★ **Notice of Minimum Electronic Capability requirements**
 - **Letter to Institution Presidents and CEOs**

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If I had to shop for a computer today....



- ★ IBM or fully Compatible
Pentium 600 MHz or better
- ★ 128 MB total memory or more
- ★ 20 GB Hard Drive
- ★ 56 K Modem
- ★ Windows 95 keyboard
- ★ Microsoft compatible mouse
- ★ 32-bit operating System
- ★ Super Video Graphics Adapter
(SVGA) or higher
- ★ Laser Printer capable of printing
standard paper

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On the Horizon

- ★ **School Portal**
- ★ **Common Origination and Disbursement Process**
- ★ **Notice of Minimum Electronic Capability requirements**
 - Letter to Institution Presidents and CEOs
- ★ **Paperless Promissory Note???**

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On the Horizon

- ★ **School Portal**
- ★ **Common Origination and Disbursement Process**
- ★ **Notice of Minimum Electronic Capability requirements**
 - Letter to Institution Presidents and CEOs
- ★ **Paperless Promissory Note???**
- ★ **Dear Partner letter on Regulatory Opportunities for the use of Electronics**

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Use of Electronics

- ★ Gov't Paperwork Elimination Act
- ★ Executive Orders
- ★ OMB Guidance
- ★ DOJ Guidance/Electronic Signatures
- ★ SFA Objectives
- ★ Partner Initiatives



Use of Electronics

- ★ **Most of the provisions are neutral or silent on the use of technology**
- ★ **Within the constraints of the regulatory context, most provisions in the regulations can, and should, be read as allowing the use of electronics**



Use of Electronics

★ Unless specifically prohibited or conditioned, regulatory provisions that include such terms as “written”, “notification”, “submission”, “transmission”, and other similar concepts, can be interpreted to allow the use of electronic technologies



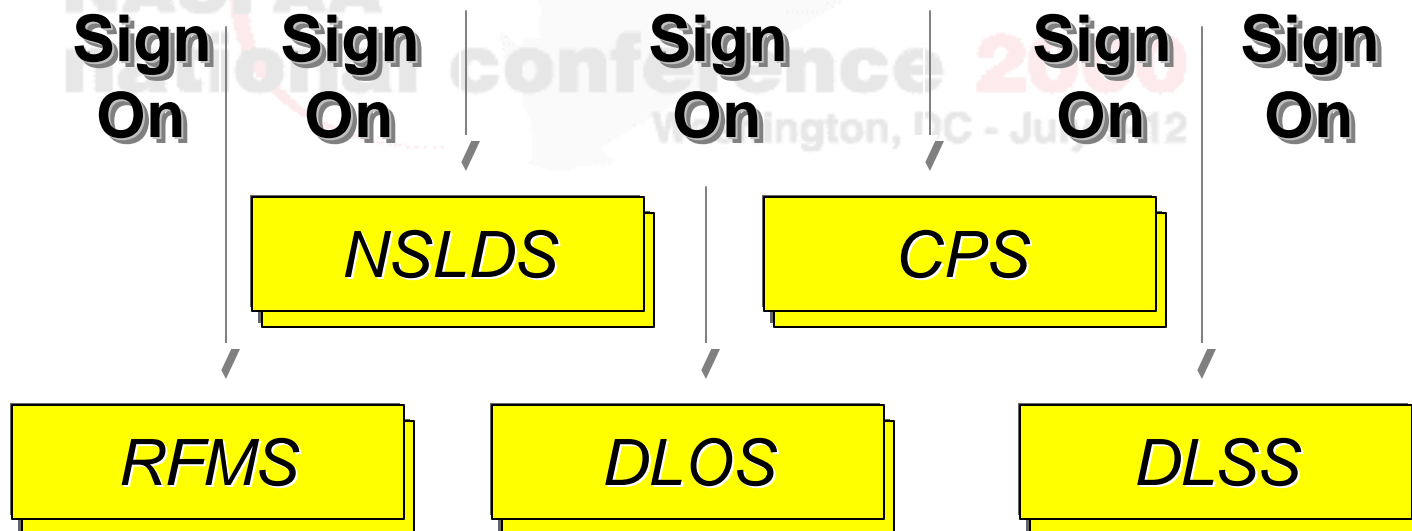
Use of Electronics

★ **Regulatory provisions that require certification or signature can only be met using electronics if, (1) the regulation specifically authorizes it, or (2) when the Secretary announces in the *Federal Register* that a provision can be met electronically**



Portal -- Version 1.0, Sept. 2000

- ✓ Customizable Home Page for content management
- ✓ Links to all existing SFA sites
- ✓ Integrated search through all open, unsecured data on SFA sites
- ✓ SFA Calendar of Events
- ✓ SFA Headlines
- ✓ Feedback Mechanism



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School Portal V1.0 Functionality

★ Integrated access to existing resources through meaningful categories:

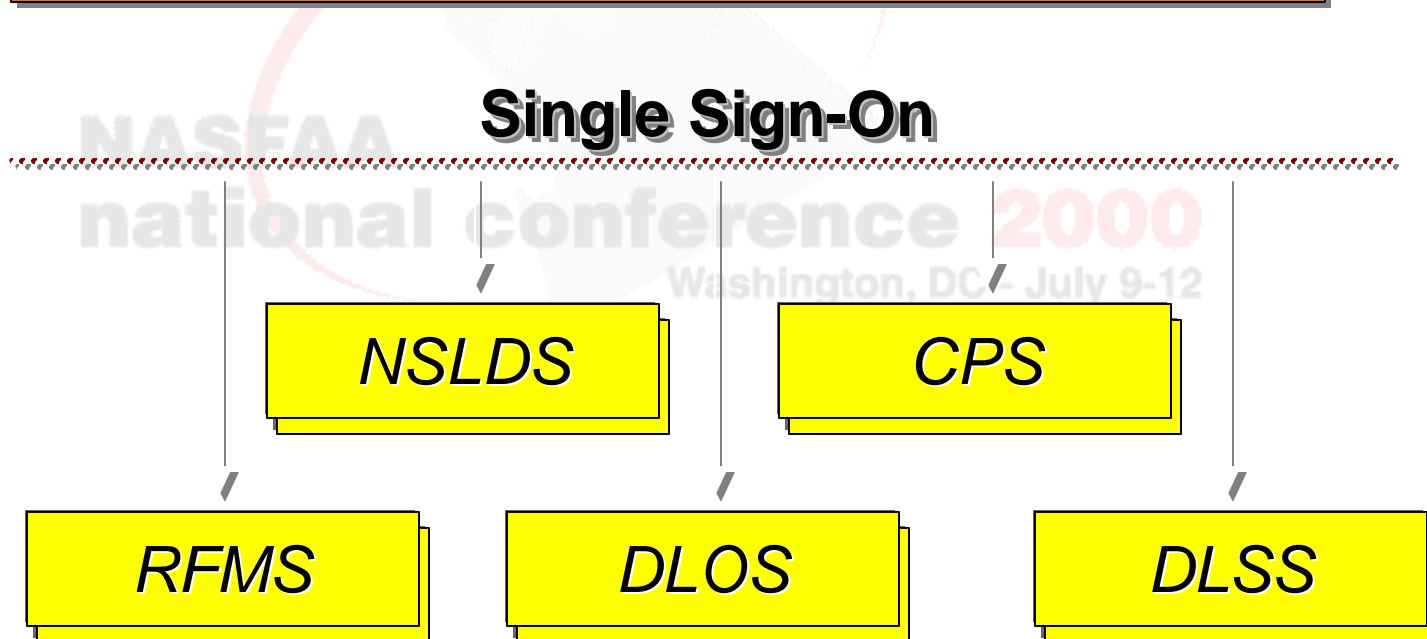
- Exchange Data
- Check Student Records
- Book Store
- Training & Conferences
- Online Library
- Contact Us
- Program Participation and Funding

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Portal -- Version 2.0 TBD

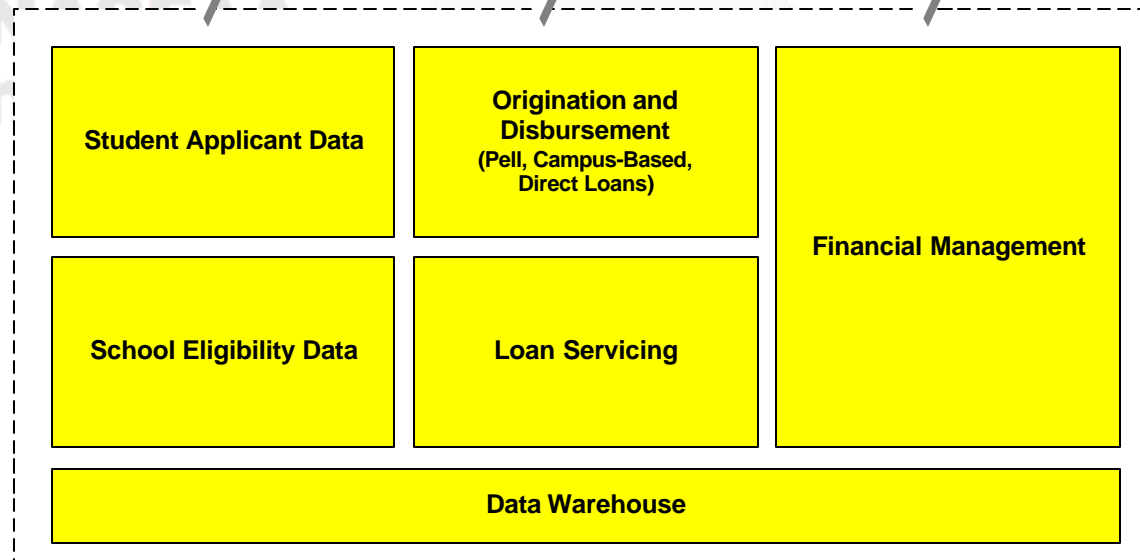
- ✓ Increased customization
- ✓ Apply content management to IFAP data
- ✓ Single sign-on to operating systems



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Portal -- Desired Outcome

- ✓ Customization by single user
- ✓ Direct interface with operating systems
- ✓ Access to query, download from operating systems and data warehouse
- ✓ Ability to create data marts for analysis



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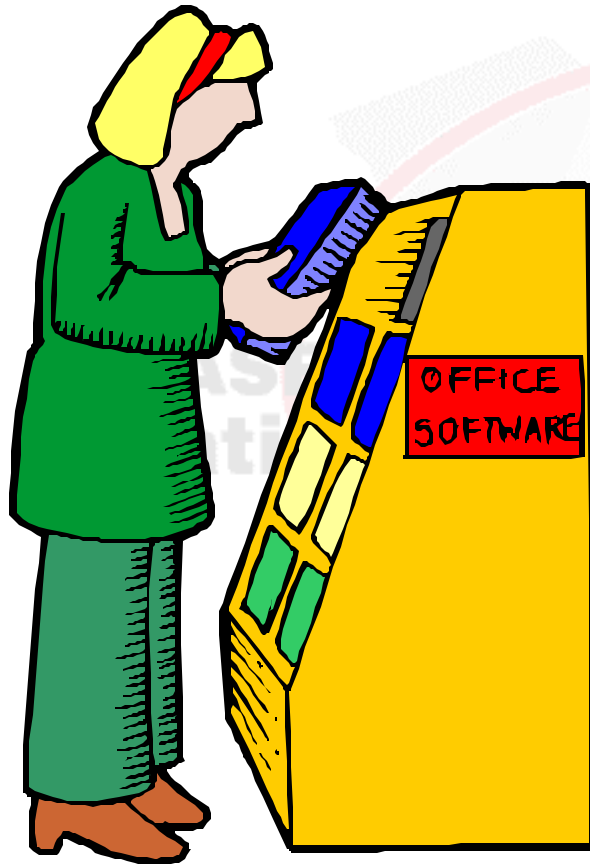


Portal Development

- ★ Evolutionary Process
- ★ Use “best available” data during initial years
- ★ Move toward “real-time” data as operational systems are re-engineered
- ★ School Portal V1.0 - September 30, 2000
 - Design/Build during June, July & August with community
 - Test during August & September with community



Proposed Minimum Browser Requirements for the Portal



- ★ Netscape 4.5 and above
- ★ Internet Explorer 4.01 Service Pack 2 or higher
- ★ Refer to the minimum hardware requirements specified by the manufacturer for the operating system and software
- ★ Still under technical review


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Welcome to SFA - Microsoft Internet Explorer provided by US Department of Education

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print

Address <http://nmgprod1.edge-technologies.com/projects/sfa/beta1/> Links



Schools Channel

U.S. Department of Education
Student Financial Assistance Programs

Friday, July 7

"We Help Put America Through School"

Optimized for 4.0 Browsers and Above - [Download Here](#)

SFA Links

Student Data

- [LO-Direct Loan Origination System](#)
- [NSLDS-National Student Loan Data System](#)
- [Pell-RFMS](#)
- [DLSS-Direct Loan Servicing System](#)
- [FAFSA](#)
- [Loan Consolidation](#)

Book Store

- [Bulk Publication Ordering System](#)
- [Technical Publications](#)
- [SFA Download Site](#)

Training/Conferences

- [SFA University \(Training\)](#)
- [SFA Conferences](#)

SFA Headlines

SFA News...

- [Managing the Price of College](#)
- [SFA Performance Plan Progress Report for 2nd Quarter, Fiscal Year 2000](#)
- [Explore the COOL database](#) to find college or career training and compare programs, costs, and academic requirements at more than 9,000 postsecondary schools.

SFA Policy & Rule Changes...

- [Change in dependent students methodology](#)

SFA Search Tool

All SFA Links & IFAP Database

My SFA- Sign Up Now!

USERNAME:

Internet zone

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Welcome to SFA - Microsoft Internet Explorer provided by US Department of Education

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print

Address <http://nmgprod1.edge-technologies.com/projects/sfa/beta1/> Links

- [Technical Publications](#)
- [SFA Download Site](#)

Training/Conferences

- [SFA University \(Training\)](#)
- [SFA Conferences](#)
- [SFA Coach](#)

Reference Library

- [IFAP](#)
- [All SFA Publications](#)
- [SFA Publications \(by topic\)](#)
- [Quality Assurance Program](#)

Participation & Funding

- [Application to Participate and for Recertification](#)
- [GAPS-Grants Administration and Payment System](#)
- [PEPS-Postsecondary Education Participants System](#)

SFA Search Tool

All SFA Links & IFAP Database

[Advanced Search](#) [About this Search](#)

My SFA- Sign Up Now!

USERNAME:

PASSWORD:

[PRIVACY STATEMENT](#)

SFA Calendar of Events

Events	Training	Deadlines	NPRMs																																																	
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Got a question?

Portal Feedback


[HELP](#) [SUPPORT](#) [FAQS](#) [CONTACT](#)


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
IFAP - Information for Financial Aid Professionals - Microsoft Internet Explorer provided by US Department of Education


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
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Fullscreen


Mail

Print


Address  http://nmgprod1.edge-technologies.com/projects/sfa/beta1/IFAPdemo/index.htm

Links

HomeWhat's NewCustomer FeedbackSite Map



SFA Information for Financial Aid Professionals
U.S. Department of Education




Member Services

Current Publications
Publications by Topic
Archived Publications

Search Tool

SFA Customer Support


CSB

IFAP is a site for financial aid professionals, banks, lenders, institutions and guarantee agencies. The IFAP online library contains technical publications, regulations and poicy guidance on the administration of the Student Financial Assistance (SFA) program.

SFA Library

[Current SFA Publications](#) [SFA Publications by Topic](#) [Archived SFA Publications](#)

SFA News

Last Update - Wednesday, July 5, 2000

Dear Partner Letter GEN-99-39 Announces the Drug Worksheets
Return of the Title IV Aid Worksheets are now Available
Consolidation Interest Rate Opportunity
SFA 2nd Quarter Progress Report

Most Frequently Visited Publications

[U.S. Department of Education](#)
[Student Financial Assistance](#)

Related Links

[SFA Training](#)

[SFA Conference Registration](#)

[Bulk Publications Ordering System](#)

[Direct Loan Website](#)

[Additional SFA-related Sites](#)

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Welcom...


Microsof...


HiJaak ...


IFAP - ...

















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On the Horizon, The Goals of COD

★ Common Process

- Open process inclusive of FFEL, State Grants, etc.
- Full access to data for those with a right to know
- Best possible source as close to real time as possible
- Pilot for 2002-03 roll-out

★ Common Definitions

- Shared data definitions across programs
- Common core processes: originating, reporting, reconciliation

★ Best Data

- From best possible source, eliminating redundancies



On the Horizon, The Goals of COD

★ Easy Access

- Internet-Based
- Leverage latest technology for seamless interfaces

★ Edits focused on data integrity/compliance

- Same edits across programs
- Elimination of intra-system edits

★ Key functionality

- Access to student history data for those with the “right to know”
- Access to institutional research data
- Utilization of a common process for all programs

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Understanding the Benefits

- ★ Achieve high quality, low cycle-time products and services that fit your environment and satisfy customer demand
- ★ Take advantage of incentives offered by funding partners
- ★ Reduce costs and increase efficiency of your employees and your institution
- ★ Deliver funds to students in a timely manner
- ★ Enhance the coordination and management of the business process for management, the Financial Aid Office, and other business units on your campus

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Understanding the Benefits

- ★ Better leverage technology for short term improvement activities that are headed in the right long-term direction
- ★ Increase your flexibility to adapt to evolving customer demands and meet your competitive goals
- ★ Receive 24 X 7 state of the art web-based interaction
- ★ Develop seamless interfaces for you and for your students
- ★ Access data real-time



Questions and Answers



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